

SCHEDULE 4.3 OPERATIONAL SERVICES

APPENDIX 4.3.8-1 SPECIAL MINIMUM ACCEPTABLE SERVICE LEVELS (MASLs) REQUIREMENTS

REGISTRAR OF VOTERS SPECIAL MINIMUM ACCEPTABLE SERVICE LEVELS (MASLs) REQUIREMENTS

1 SPECIAL MASL REQUIREMENT SERVICES FOR REGISTRAR OF VOTERS (ROV)

1.1 Overview

Contractor shall, at a minimum, perform the Special MASL requirement services for ROV as described here, and are applied to Statewide and Special elections as described in each respective Service Descriptions.

2 PROCEDURE

- **Immediate Response.** An election-related problem called in to the Help Desk or communicated to on-site Contractor Team personnel will result in an immediate response and effort to resolve the problem. This response is delivered by the appropriate Contractor framework or frameworks and the personnel necessary to restore operation without delay. Immediate response is also afforded to ROV CSRF, Work Request, and IMAR processing during the special requirement period. Priority effort is also given to infrastructure and application projects which are requested and specifically identified as in support of an election.
- **Escalated Priority.** Each Special Requirement related ticket is handled as a Priority 1 problem with immediate response and Incident Management Team (IMT) engagement as required. Although paged out as Priority 1 tickets, ROV Special Requirement and problem tickets are not counted as P1 tickets for MASL calculation purposes.
- **Freeze on Network Changes.** The network change control process freezes changes that may have an impact on the ROV. The specific items to be frozen are listed in the ROV Transaction Inventory. Based on the risk within the environment, the freeze period may be shortened with concurrence of ROV and the Community Services Group (CSG) GITM.
- **Election Support Coordination.** Contractor will assign a coordination focal point or Election Coordination Manager for all special requirement services. This manager has the responsibility for the coordination of election related projects, requests and problem resolution activities. The Election Coordination Manager must have a proper background to be able to manage all the different frameworks engaged to support the elections process. This person must be fully empowered to provide immediate escalation of Election Related items and to secure whatever resources are needed to resolve any issues.

The special requirements services coordinated by the Election Coordination Manager will include, but are not limited to:

- Capacity analysis and service provisioning for phone systems/hotlines

- Capacity analysis and provisioning for any needed changes or improvements in switches, routers, or other network equipment
 - Coordination and management of any 3rd party vendors or services procured through Contractor to provide election related services
 - Coordination of any IT services with ROV engaged vendors
 - Coordination of modifications to existing process documentation and help desk scripts
 - Securing and managing staff assigned to support the election process
 - Coordination of other tasks required to provide support for election processes
- **Onsite support.** Onsite support provides resources at the ROV whether or not an election-related Problem is being resolved. Personnel will be located at the ROV beginning the five days prior to an Election including weekends. Specifics of this coverage are presented in Table ROV-1 below. Representatives of frameworks and Security not shown in Table ROV-1 are on-call during the Special MASL period but are not part of onsite support. The requirement for onsite support may be shortened with the concurrence of the department and GITM. A minimum amount of Special MASL support is required in order for dedicated onsite support to be included as part of Special MASL support.

Statewide Election Service Description.

For Statewide elections, immediate on-site response is required for all election-related IT and Telecommunication Problems. The special support period is *typically* a five-Month period beginning 120 calendar days prior to and 30 calendar days after Election Day. The Registrar of Voters will define the period special support is required for each Statewide election and will notify Contractor accordingly per **Notification** below. The Special MASL requirement services to be provided as part of Statewide elections are as follows:

- Immediate Response
- Escalated Priority
- Freeze on Network Changes. Changes to the Network will be suspended three weeks prior to and one week after all Statewide elections. This period may be shortened at the discretion of the department and/or GITM.
- Onsite Support. For Statewide elections requiring the dedicated onsite support described under Dedicated Coverage in Table ROV-1, the Special MASL Support period must be initiated for a minimum period of ninety (90) calendar days prior to the Election and continue for a period of thirty (30) calendar days following the election.
- Election Support Coordination.

Special Election Service Description.

For Special elections including non-statewide countywide elections, immediate on-site response is required for all election-related IT and Telecommunication Problems. The special support period is typically a thirty (30) day period prior to and including Election Day. The Registrar of Voters will define the number of days special support is required for each election and will notify Contractor accordingly per Notification below. Non-state-wide special elections will not receive the dedicated on-site coverage shown in Table ROV-1.

For small and/or non-state-wide special elections, the department may choose not to engage the ROV special requirements resource unit. If the Special MASL resource unit is engaged, the services to be provided as part of Special elections are as follows:

- Immediate Response
- Escalated Priority
- Freeze on Network Changes. Changes to the Network will be suspended one week prior to and one week after all Special elections. This period may be shortened at the discretion of the department and/or GITM.

Notification:

Registrar of Voters or the County's Community Services Group (CSG) Executive office will notify Contractor via an IMAR of the dates comprising the Special Support period. The IMAR should specify the calendar beginning date and end date and is required for each election during the calendar year.

Billing:

This service will be billed at a pro-rated daily rate during the period requested by the department and/or GITM.

For small and/or non-state-wide special elections the department may choose not to engage the ROV special requirements resource unit.

For Statewide elections requiring the dedicated onsite support described under Dedicated Coverage in Table ROV-1, the Special MASL Support period must be initiated for a minimum period of ninety (90) calendar days prior to the Election and continue for a period of thirty (30) calendar days following the election.

On-site Support:

Onsite, dedicated coverage is to be provided by the specific resource types as identified in the table below. The following apply to On-site support:

- One hour breaks for meals are permissible during the Special Coverage period
- Support may be provided in shifts provided the start and end times of each shift is staggered to provide continuity of support
- Security, Applications, firewall rule and framework management support are all provided on an on-call/as required basis throughout the Special Coverage period.

Onsite, dedicated support for cell phone services is provided under a separate Integrated Service Request and is not part of this resource unit.

Table ROV-1.

Resource	Period of Onsite, Dedicated Support	Comments
Election Coordination Manager (Sufficiently qualified personnel may include Desktop or other Contractor framework manager)	Five calendar days prior to the Election; Election Day support from 5:30 am until 1:00 am and the day after the Election.	Provides coordination support as required (including onsite attendance at key meetings) throughout entire Special Support period.
Desktop Technician	Five calendar days prior to the Election; Election Day 8:00 am to 1:00 am; Day after the Election.	
Telecom Management Support	Half time (four hours each day) for the five calendar days prior to the Election, Election Day (split shift 5:30 am to 11:00 am and 6:00 pm to 8:30 pm).	May be provided by Telecom manager present onsite for cell phone support services.
Telecom Voice System Support (Call Center/ACD Specialist)	One calendar day prior to the Election from 7am to 12 noon and again from 5 pm to 8 pm; Election Day from 5:30 am until 8:30 pm.	

County of San Diego Tax Collector Special Minimum Acceptable Service Levels (MASLs) Requirements

3 SPECIAL MASL REQUIREMENT SERVICES FOR TREASURER TAX COLLECTOR (TTC)

1. Overview

San Diego County Treasurer Tax Collector (TTC) has historically conducted two tax payment facilitation events (referred to as Tax Collection) and one Tax Sale event each County fiscal year. The Special MASL Requirement for Tax Collector as defined in Section 8.4 of Schedule 4.3 of the IT and Telecommunications Service Agreement is intended to provide a priority level of service for the systems utilized to support both of these events as well as project management and general IT support for the events themselves.

The Special MASL requirement defined below applies to Infrastructure and Applications Services provided for both the Tax Collection and Tax Sale events. Although the Special MASL Support Services apply to work performed by the Applications Framework, payment for Application Services is provided on a time and materials basis under labor rates stated in the Agreement and is not part of the Special MASL billing. The Special MASL requirement for San Diego County Treasurer Tax is a different Special Requirement and is defined separately elsewhere in Schedule 4.3 Section 8.4.

4 DEFINITION OF EVENTS

Below are definitions of the Tax Collection and Tax Sale Events.

Tax Collection Event. Property tax installment payments are currently due to the County by December 10th and April 10th of each County fiscal year. An extremely heavy volume of payments is received on each of the two semi-annual dates. Prior to each payment deadline and for some amount of time following each deadline, TTC requires special support of their information technology infrastructure and applications. Special MASL Support is provided at all County sites, but is concentrated primarily at the County Administration Center for this event.

Tax Sale Event. Once per County fiscal year, in the spring, a Tax Sale event is held by TTC. A Tax Sale could occur more than one time during a County fiscal year at the discretion of the Treasurer Tax Collector. This event is intended to facilitate the sale of tax-defaulted property for the sole purpose of recovery of back taxes. The Tax Sale event is customarily held at the San Diego Convention Center but could be held at another non-county site within San Diego County in conjunction with another county department or as an online event. Any site selected for the Tax Sale Event will have sufficient power and network infrastructure to support the Event.

5 PROCEDURE

Billing Construct for Special MASL Services. All Special MASL Support Services fall under one of two categories: Fixed Price Event Coverage or Special Support Daily Coverage.

Fixed Price Event Coverage. A fixed price will be charged for each Tax Collection and Tax Sale Event for which Special MASL support is requested by TTC. The Support Services provided as part of the fixed price include the following:

- Tax Event Support Coordination
- Dedicated Onsite Support
- Tax Event Engineering Services
- Other Technical Support
- Immediate Response for five (5) days
- Escalated Priority for five (5) days

Special Support Daily Coverage. TTC may elect to invoke Special Support Daily Coverage beyond the five days included in the Fixed Price Event Coverage. If TTC requires Special Support Daily Coverage beyond the five days of Immediate Response and Escalated Priority included in the Fixed Price Event Coverage, a daily rate will be charged for the additional days. Immediate Response and Escalated Priority apply to Applications as well as Infrastructure framework efforts related to a Tax Event regardless of whether those efforts are being paid for via the Fixed Price Event Coverage or by a separate Applications work request or VLR..

Special MASL Support Services. Special MASL Support Services are defined as follows:

- **Immediate Response.** A problem or outage called in to the Help Desk or communicated to on-site Contractor personnel will result in an immediate response and effort to resolve the problem. This response is delivered by the appropriate Contractor framework or frameworks and the personnel necessary to restore operation without delay. Immediate response is also afforded to Tax Collector CSRF, Work Request, and IMAR processing during the Immediate Response period. Five days of Immediate Response is included in the Fixed Price Event Coverage for each Tax Collection and Tax Sale Event.
- **Escalated Priority.** Each Special Requirement-related ticket is handled as a Priority 1 problem with Immediate Response and Incident Management Team (IMT) engagement as required. Although paged out as Priority 1 tickets, TTC Special Requirement and problem tickets are not counted as P1 tickets for MASL calculation purposes. Five days of Escalated Priority is included in the Fixed Price Event Coverage for each Tax Collection and Tax Sale Event.
- **Tax Event Support Coordination.** Support coordination supplies an Contractor Tax Event Coordination Manager to coordinate all Special Requirement services. Specifics of

this coverage are presented in Tables TTC-1 and TTC-2 below and are included in the Fixed Price Event Coverage for Tax Collection and Tax Sale support. This manager has the responsibility for the coordination of all Tax Event-related projects, requests and problem resolution activities. The Tax Event Coordination Manager will have the proper background to manage all the different frameworks engaged to support Tax events. This resource will be fully empowered to provide immediate escalation of Tax Event related items and to secure whatever resources are needed to resolve any issues.

The special requirements services handled by the Coordination Manager include, but are not limited to:

- Development and execution of the Tax Event Project Plan and T-calendar
- Coordination of Tax Event set up and testing
- Oversight of provisioning any needed changes in network equipment
- Management of any 3rd party vendors or services procured through Contractor to provide Tax Event related services
- Coordination of Contractor-provided IT services with TTC engaged vendors
- Securing and managing staff assigned to support Tax Events
- Coordination of other tasks required to provide support for Tax Events
- Coordination with Applications project managers or Applications Technical Leads (ATLs) regarding VLRs or other Applications work requests performed in support of Tax Events
- **Dedicated Onsite support.** Onsite support provides resources at a Tax Event *whether or not a Tax Event-related Problem is being resolved*. Specifics of this coverage are presented in Tables TTC-1 and TTC-2 below and are included in the Fixed Price Event Coverage for Tax Collection and Tax Sale support. Representatives of frameworks not called out specifically in the Tables are on call during the Special MASL period but are not part of onsite support.
- **Tax Event Engineering Services.** Engineering Services resources are required to attend scheduled and ad hoc meetings, set up training rooms and other Tax Event facilities, manage PC and printer hardware setup and delivery, train county staff, provide Event support and provide after Event equipment breakdown. Tables TTC-1 and TTC-2 provide specifics of the types of engineering resources that are provided via the Special MASL coverage. Tax Event Engineering services are included in the fixed price for Tax Collection and Tax Sale Support.
- **Other Technical Support.** A network project manager will be available for the meetings as called out in Tables TTC-1 and TTC-2.
- **Applications Services.** All Applications services and resources required during the Special MASL period are billable at the time and material labor rates established in the Agreement. No applications services are included in the fixed price for Tax Collection and Tax Sale Events. A VLR or work request must be submitted for each Tax Collection

and Tax Sale Event to authorize and document tasking to be performed by Applications framework resources.

Out of Scope Services:

Any network resource units such as telephones required to support Tax Events are to be requested via an IMAR. The cost of network resource units is not included in the Special MASL Support Requirements billing.

Any additional desktop assets including temporary desktops, laptops or other devices are to be requested via an IMAR. The cost of desktop resource units is not included in the Special MASL Support Requirements billing.

Notification:

The Tax Collector or the Finance and General Government Group (FG3) Executive Office will initiate Special Requirements Support (either for Fixed Price Event Support or to invoke the daily coverage) by submitting an IMAR to Contractor.

For Fixed Price Support of either a Tax Collection or Tax Sale Event, an IMAR must be received by Contractor 60 calendar days prior to the date of the Event. For Fixed Price Support of a Tax Sale Event, the IMAR must also specify the date of the Tax Sale Event.

For Special Support Daily Coverage outside of the Fixed Price Event Support, an IMAR must be received by Contractor ten (10) days prior to “installation” or the beginning date of the Special Support Daily Coverage Period and must specify both the beginning and ending dates of the Special Support Daily Coverage being requested. In the event that TTC wishes to terminate Special Support Daily Coverage earlier than requested, a second IMAR must be submitted three (3) days prior to the new Coverage End Date notifying Contractor of the new end date for the Daily Coverage.

Applications support must be initiated by a work request or VLR (Very Low Risk) request. The work request must specify the beginning and ending calendar dates for Applications support as well as the specific applications tasks and the associated PA IDs.

Billing:

The Special MASL Support services will be billed at either the Fixed Price Event Coverage rate or the Special Support Daily Coverage rate as specified in the Agreement. Although the Special MASL Support Services apply to work performed by the Applications Framework, payment for Application Services is provided on a time and materials basis under labor rates stated in the Agreement and is not part of the Special MASL billing.

Table TTC-1: Fixed Price Support Requirements for Tax Collection Event

From	Thru	Task	Freq	FW	Role
LTD - 42	LTD - 42	Participate in Project Kick-Off Meeting with CoSD	Once	Infr	PM
LTD - 42	LTD - 42	Participate in Project Kick-Off Meeting with CoSD	Once	Infr	NW
LTD - 42	LTD - 42	Develop Scope of Work Document	Once	Infr	PM
LTD - 42	LTD - 42	Develop Communication Plan Document	Once	Infr	PM
LTD - 42	LTD - 42	Plan Project	Once	Infr	PM
LTD - 35	LTD - 35	Develop Project Plan Document	Once	Infr	PM
LTD - 13	LTD - 13	Prep and Image 8 Temporary Workstations	Once	Infr	DTE
LTD - 11	LTD - 11	Deploy Temporary Workstations at CAC	Once	Infr	DTT
LTD - 11	LTD-5	Support Testing of Temporary Workstations at CAC (On-Call)	Once	Infr	DTT
LTD - 11	LTD - 11	Temporary Network Connections	Once	Infr	NWRU
LTD - 11	LTD - 11	Install Temporary Visa Phone Sets (CAC & Branches)	Once	Infr	NWRU
LTD - 4	LTD - 4	Move Equipment from Test Location to Event Location	Once	Infr	DTT
LTD - 3	LTD - 1	Provide On-site Desktop Support		Infr	DTT
LTD - 3	LTD - 1	Provide On-call Project Mgmt Support		Infr	PM
LTD - 3	LTD -3	Begin Escalation/P1 Response for TTC Tax Collection Outages		All	All
LTD	LTD	Provide On-site Desktop Support		Infr	DTT
LTD	LTD	Provide On-call Project Mgmt Support		Infr	PM
LTD + 1	LTD + 1	Remove and Return Temporary Equipment	Once	Infr	DTT
LTD + 1	LTD + 1	End Escalation/P1 Response for TTC Tax Collection Outages		All	All
LTD + 7	LTD + 7	Document Lessons Learned	Once	Infr	PM
LTD + 14	LTD + 14	Conduct Project Close-Down	Once	Infr	PM
LTD - 42	LTD	Conduct Recurring Planning Meetings with CoSD	6X	Infr	PM
LTD - 42	LTD +14	Coordinate Project Activities		Infr	PM

LTD = Last Tax Due Date (the last day taxes may be paid by county residents before payment is considered delinquent)

Table TTC-2: Fixed Price Support Requirements for Tax Sale Event

From	Thru	Task	Freq	FW	Role
TSD - 56	TSD - 56	Participate in Project Kick-Off Meeting with CoSD	Once	Infr	PM
TSD - 56	TSD - 56	Participate in Project Kick-Off Meeting with CoSD	Once	Infr	NW
TSD - 56	TSD - 56	Develop Scope of Work Document	Once	Infr	PM
TSD - 56	TSD - 56	Develop Communication Plan Document	Once	Infr	PM
TSD - 56	TSD - 56	Plan Project	Once	Infr	PM
TSD - 49	TSD - 49	Develop Project Plan Document	Once	Infr	PM
TSD - 35	TSD - 35	Build/Install Primary Server	Once	Infr	DTT
TSD - 35	TSD - 35	Build/Install Backup Systems	Once	Infr	DTT
TSD - 35	TSD - 35	Build/Install POS Systems	Once	Infr	DTT
TSD - 28	TSD - 28	Deploy Temporary Workstations at CAC	Once	Infr	DTT
TSD - 28	TSD	Support Temporary Workstation Testing at CAC	Once	Infr	DTT
TSD - 21	TSD - 14	Training Session Support (1 FTE @ 4 Hour Session)	Once	Infr	DTT
TSD-3	TSD-3	Begin Escalation/P1 Response for TTC Tax Sale Outages		All	All
TSD	TSD	Move Equipment to Tax Sale Site & Test	Once	Infr	DTT
TSD	TSD	Install Switches for Stand-Alone Network	Once	Infr	DTT
TSD	TSD	Onsite Desktop Support (2 @ 4 Hrs each)	Once	Infr	DTT
TSD	TSD	Remove and Return Equipment	Once	Infr	DTT
TSD+1	TSD+1	End Escalation/P1 Response for TTC Tax Sale Outages		All	All
TSD + 1	TSD + 3	Post-Sale User Support / Verify Successful Migration of POS DB to Production Server	Once	Infr	PM
TSD + 7	TSD + 7	Update Tax Sale Support Documentation - Infrastructure	Once	Infr	PM
As Sched	As Sched	Participate in CoSD Planning Sessions	4X	Infr	PM
Dec	Mar	Data Network On-Call Support	As Rqd	Infr	NW
Dec	Mar	Provide P1 response on TTC Tax Sale DB/TRDS/Maps & Images	All	All	All
Dec	Mar	Provide P1 response on PC's/Servers/Citrix For TTC Tax Sale Users	All	All	All

TSD = Tax Sale Date (the date of the Tax Sale event)

END OF APPENDIX